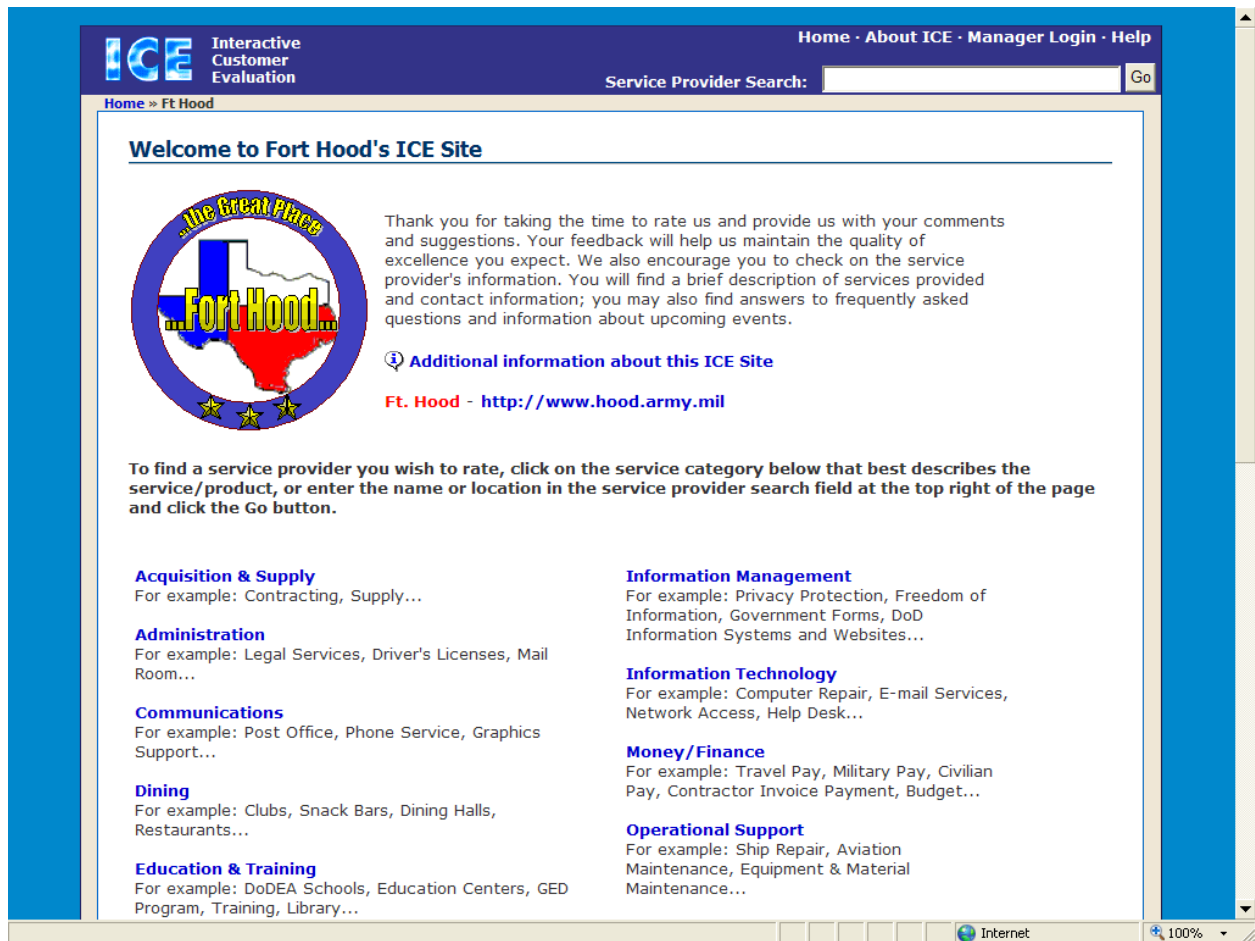


Procedures for Submitting ICE Comments Using the Automated ICE System

Step 1: Access the Fort Hood ICE Website using the URL:

http://ice.disa.mil/index.cfm?fa=site&site_id=73

Below is the screen you will come to.



Step 2: Scroll down until you come to “[Show all](#) the service providers for Ft Hood.” Click on [Show all](#).

The screenshot displays a webpage with a blue header and a white main content area. On the left, there are several categories of services listed in blue text: **Facility Management**, **Family**, **Health**, and **Housing**. Each category has a list of examples in black text. On the right, there are more categories: **Personnel Services**, **Recreation**, **Safety & Security**, **Shopping & Services**, and **Travel & Transportation**, each with a list of examples. In the center, there is a red speech bubble with the text "Click Here!" pointing to a blue link that says "Show all the service providers for Ft Hood". Below this link, there is a paragraph of text: "To send a suggestion, question or other comment to the appropriate point of contact for this ICE site, click on the following link: [Site Suggestions, Questions, Comments](#)". Below that, there is a section titled "Service Provider Summary Report for Fort Hood" with a "Top of Page" link. At the bottom of the page, there is a footer with links: "QMO", "DefenseLINK", "FirstGov", "The White House", and "GSA". Below the footer, there is a navigation bar with links: "Intended Usage Advisory", "Accessibility Statement", "External Link Disclaimer", and "Privacy and Security Notice". The browser's address bar shows "Internet" and the zoom level is set to "100%".

Facility Management
For example: Maintenance, Construction, Environmental Issues, Public Works...

Family
For example: Chaplain, Child and Family Services, Child Care, Youth Services...

Health
For example: Dental Clinic, Health Clinic/Hospital, Social Services, Fitness Center, Vet...

Housing
For example: On Base Housing, Off Base Housing, Housing Maintenance, Housing Referral, Barracks, Lodging...

Personnel Services
For example: Military Personnel, Civilian Personnel, Benefits, Spouse Employment, Labor Relations, Equal Employment Opportunity...

Recreation
For example: Rec Centers, Outdoor Rec, Movie Theaters, Arts & Crafts, Hobby Shops, Golf, Bowling...

Safety & Security
For example: Vehicle Registration, Pass & ID, Security, Weapons Registration, Emergency Services, Police...

Shopping & Services
For example: Commissary, Exchange, Shoppette, Book Store, Clothing Sales, Concessions, Beauty Shop, Barber Shop, Laundry, Lodging...

Travel & Transportation
For example: Shuttle Bus, HHG Shipment, POV Shipment, Official Travel (PCS/TDY), Leisure Travel, Flight Passenger Terminal...

Click Here!

[Show all](#) the service providers for Ft Hood

To send a suggestion, question or other comment to the appropriate point of contact for this ICE site, click on the following link: [Site Suggestions, Questions, Comments](#)

Service Provider Summary Report
for Fort Hood


[Top of Page](#)

QMO • DefenseLINK • FirstGov • The White House • GSA

Intended Usage Advisory • Accessibility Statement • External Link Disclaimer • Privacy and Security Notice

Internet 100%

Step 3: The following screen will appear next. All Fort Hood Service Providers are listed in alphabetical order. Have the customer locate the service provider for which they want to submit a comment card on.



Interactive

Customer

Evaluation

[Home](#) · [About ICE](#) · [Manager Login](#) · [Help](#)

Service Provider Search:

Go

[Home](#) » [Ft Hood](#) » [All Service Providers](#)

Service Provider List































































Below is a list of all service providers for Ft Hood . Click on the service provider you would like to rate.

Comment Card	Info	Report
AAFES - Ft. Hood - Clear Creek PX (Bldg 50004, Clear Creek Rd.)		
AAFES - Ft. Hood - Concessions, Services and Vending		
AAFES - Ft. Hood - Food and Theaters		
AAFES - Ft. Hood - MCSS (Bldg. 135, 761st Tank Battalion Ave)		
AAFES - Ft. Hood - Shoppettes, Car Care Centers, Gas Stations, Troop Stores		
AAFES - Ft. Hood - Warrior Way Specialty Store (Bldg. 87030, Central and Martin)		
Access Control Desk - III Corps Headquarter's Building (Bottom Floor, Main Entrance of Building 1001)		
AMCOM RASM-W (Fort Hood) Killeen / San Angelo / Temple - Aviation Maintenance Services		
AMCOM RASM-W (Fort Hood) Killeen / San Angelo / Temple - Aviation Reset		
Carl R. Darnall Army Medical Center, Bennett Health Clinic		
Carl R. Darnall Army Medical Center, Customer Service Division (36000 Darnall Loop, Ft. Hood, Texas 76544)		
Carl R. Darnall Army Medical Center, Emergency Department		
Carl R. Darnall Army Medical Center, Inpatient		
Carl R. Darnall Army Medical Center, Labor and Delivery		
Carl R. Darnall Army Medical Center, Monroe Health Clinic		
Carl R. Darnall Army Medical Center, Outpatient		
Carl R. Darnall Army Medical Center, Pediatric Clinic		
Carl R. Darnall Army Medical Center, Thomas Moore Health Clinic		
Carl R. Darnall Army Medical Center, TMC#10/ Copperas Cove Family Care Clinic		
Carl R. Darnall Army Medical Center - Department of Pharmacy (36000 Darnall Loop, Fort Hood, Tx 76544)		
Carl R. Darnall Army Medical Center, TMC #14 (Located at North Fort Hood)		
Carl R. Darnall Army Medical Center, TMC 12 (BLDG 7015)		

Internet

100%

Step 4: If the customer cannot locate the service provider for which they want to submit a card on, they can submit the card to the [CUSTOMER MANAGEMENT SERVICES - Fort Hood \(Building 1001, Room C201, Garrison CMD, Fort Hood, Texas 76544\)](#) comment card and this card will be redirected by the Fort Hood Customer Service Officer.

AMCOM RASM-W (Fort Hood) Killeen / San Angelo / Temple - Aviation Maintenance Services		
AMCOM RASM-W (Fort Hood) Killeen / San Angelo / Temple - Aviation Reset		
Carl R. Darnall Army Medical Center, Bennett Health Clinic		
Carl R. Darnall Army Medical Center, Customer Service Division (36000 Darnall Loop, Ft. Hood, Texas 76544)		
Carl R. Darnall Army Medical Center, Emergency Department		
Carl R. Darnall Army Medical Center, Inpatient		
Carl R. Darnall Army Medical Center, Labor and Delivery		
Carl R. Darnall Army Medical Center, Monroe Health Clinic		
Carl R. Darnall Army Medical Center, Outpatient		
Carl R. Darnall Army Medical Center, Pediatric Clinic		
Carl R. Darnall Army Medical Center, Thomas Moore Health Clinic		
Carl R. Darnall Army Medical Center, TMC#10/ Copperas Cove Family C		
Carl R. Darnall Army Medical Center - Department of Pharmacy (36000 Hood, Tx 76544)		
Carl R. Darnall Army Medical Center, TMC #14 (Located at North Fort Ho		
Carl R. Darnall Army Medical Center, TMC 12 (BLDG 7015)		
Casualty Assistance Center (Bldg 126 Bn Ave)		
Commissary (Clear Creek, Bldg 50001,)		
Commissary (Ft. Hood, Warrior Way, Bldg 85020)		
Commissary (Clear Creek Commissary) (Clear Creek Road and Tank Destroyer Blvd)		
Commissary (Warrior Way Commissary) (Bldg. 85020)		
CPAC - Civilian Personnel Advisory Center (Bldg. 4220 77TH Street, Fort Hood TX 76544)		
CUSTOMER MANAGEMENT SERVICES - Fort Hood (Building 1001, Room C201, Garrison CMD, Fort Hood, Texas 76544)		
Defense Military Pay Office (DMPO)-Hood (Building 18010, Rm A209B and Building 16007)		
Demobilization Support (Building 10016, near the intersection of Central Ave and 27th Street)		
Dental - DENTAC Commander (Bldg 4431)		
Dental Clinic - Billy Johnson Dental Clinic (Bldg 36014)		
Dental Clinic - Copeland Clinic (Soldiers Service Center Bldg 18010 3rd Floor West)		
Dental Clinic - Fairbank Dental Clinic (Bldg 9440)		
Dental Clinic - Oral Surgery Clinic (Bldg 36000)		
Dental Clinic - Perkins Dental Clinic (Bldg 33001)		
Dental Clinic #3 (Bldg 39003)		

Click Here! All comments will be forwarded to the appropriate agency.

Internet

100%

Step 5: Once the customer has located the service provider they wish to comment on and have clicked on that comment card, they will fill out the card, making sure all applicable information is provided. **Note: Cards can be submitted anonymously and therefore do not require customer contact information to be provided.**

Make sure the customer understands that if they want to be responded to, they must provide customer contact information. Also, ensure they know that we need as much information about their issue if the service provider is to provide adequate resolution to their concerns.

The screenshot shows a web browser window displaying the 'ICE Interactive Customer Evaluation' website. The page title is 'CUSTOMER MANAGEMENT SERVICES - Fort Hood Comment Card'. The breadcrumb trail is 'Home » Ft Hood » All Service Providers » Comment Card'. The form contains several sections: 'Customer Service' with a question about the briefing and a 'Please Tell Us How We Are Doing' section with radio button ratings for Facility Appearance, Employee/Staff Attitude, Timeliness of Service, Hours of Service, and a question about meeting needs. The 'Satisfaction' section asks if the user was satisfied with their experience. The 'Comments & Recommendations for Improvement' section has a text area with a caution about sensitive information. At the bottom, there is a 'Response Requested' checkbox and a note about providing contact information for a response. The browser's address bar shows 'Internet' and the zoom level is set to 100%.

ICE Interactive Customer Evaluation

Home - About ICE - Manager Login - Help

Service Provider Search: Go

Home » Ft Hood » All Service Providers » Comment Card

CUSTOMER MANAGEMENT SERVICES - Fort Hood Comment Card

To better assist us in responding to your comment and improving our services, please provide detailed information (such as who, what, where, when and how) in the Comments and Recommendations for Improvement section below.

[Information about this service provider \(FAQs, Events, Contacts, Links\)](#)

Customer Service:

If you received a Customer Management Services briefing, was it clear and did it increase your understanding of the program? ☐ Excellent ☐ Good ☐ OK ☐ Poor ☐ Awful ☒ N/A

Please Tell Us How We Are Doing.

Facility Appearance ☐ Excellent ☐ Good ☐ OK ☐ Poor ☐ Awful ☒ N/A

Employee/Staff Attitude ☐ Excellent ☐ Good ☐ OK ☐ Poor ☐ Awful ☒ N/A

Timeliness of Service ☐ Excellent ☐ Good ☐ OK ☐ Poor ☐ Awful ☒ N/A

Hours of Service ☐ Excellent ☐ Good ☐ OK ☐ Poor ☐ Awful ☒ N/A

Did the product or service meet your needs? ☐ Yes ☐ No ☒ N/A

Satisfaction:

Were you satisfied with your experience at this office / facility? ☐ Yes ☐ No ☒ N/A

Comments & Recommendations for Improvement: (up to 4000 characters) (optional)

CAUTION: Do NOT enter sensitive or personally identifying information in this text field. Text comments may be viewed by several authorized persons involved or not involved in your specific issue.

If you would like a response, please check the Response Requested checkbox and enter your name and your phone number and/or your email below. Unless a response is requested, name, phone and email are optional.

Response Requested ☐

As soon as the customer hits the "Submit Comment Card" button, an email will be generated to the appropriate service provider.